City Tech News

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Lead, Follow, and Get Out of the Way

As the City's CIO, I do three primary things regarding our use of Information Technology:

Lead

You all expect me to take us in the right direction with our technology. Our direction right now is "e-Government" which is the combination of e-Commerce (doing business on the web) and e-Business (re-engineering how we do things to take advantage of the web). It involves change and it's not for the fainthearted, but it's the right thing to do for us and our citizens.

Follow

I'm following the City Council's direction with bill R-145 that directs us to move into e-Government.

Get Out of the Way

The new Capital Projects Tracking System (CPTS) is one example of a huge jump into the e-Government world. Using IBM's Websphere product and Lotus QuickPlace, a pilot group is testing taking CIP information from various sources and viewing it on a single web page. This means CIP users, including contractors, may be able to view and collaborate through the web. This would be a true e-Government project where all I have to do is get out of the way and let the project team do its thing. I hope you enjoy the new newsletter!
Clint Hubbard, CIO
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City Internet Access FAQ

Under the direction of an oversight board named the Information Systems Committee (ISC), ISD has implemented Internet access management, which includes filtering of certain websites.

Who Does This Affect?

All City computer networks, except those at Library branches

Which Websites are Blocked?

The "Websense" server includes a database of over 2.5 million website addresses that are categorized by Websense staff (not by City staff), and the database is updated every night, with over 5,000 changes a day on average. The Websense server places the addresses in its database into one or more of over sixty categories.

At the ISC's direction, the City currently blocks access to websites in the following categories: Adult Content, Nudity, Sex, Gambling, Illegal/Questionable, Racism/Hate, Tasteless, and Violence.

Specifically, gambling is not necessarily illegal, but it is prohibited at the worksite under the City's Personnel Rules and Regulations.

What if I Don't Agree With a Site's "Category"?

If you feel you need access to a certain site to do your job, have your department director send a request to Clint Hubbard.

City's Internet Usage Policy:
www.cabq.gov/dfa/isd/internet.html
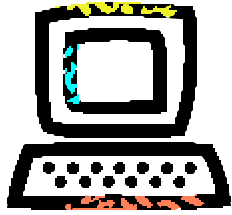
Windows 2000 on New Computers

The Information Systems Division (ISD) will begin supporting Windows 2000 Operating System on NEW PCs ordered by general fund departments *after October 2001.*

Value & Reliability
On comparative reliability tests conducted by ZD Labs, the average system uptime of Windows 2000 Professional was over 50 times that of Windows 98 and 17 times that of Windows NT Workstation 4.0.

Manageability
Windows 2000 Professional is easier to deploy, manage, and support. Centralized management utilities, troubleshooting tools, and support for self-healing applications all make it simpler for administrators and users to deploy and manage desktop and laptop computers.

Performance
The advancements made throughout Windows 2000 Professional are accentuated by the operating system's speed. As shown in ZD Labs tests running the most popular business applications, with 32 MB of RAM, Windows 2000 was faster than Windows 95, 98, and NT on configurations with 64 MB of RAM.

New Mainframe Saves City $55,000 per Year

"The 3-year warranty will save the City $27,000 per year in maintenance and $28,000 in software licensing fees.'

The City's mainframe computer supports a number of City departments. It runs critical financial applications such as the budget system, general ledger, accounts payable, accounts receivable and water bills.

Other mainframe applications include building permits, capital project tracking (CIP),

Public Works inventory and right-of-way, City operator permit tracking and personnel actions (P-1).

ISD was recently faced with rising mainframe support costs and made the decision to purchase a new one. The 3-year warranty will save the City $27,000 per year in maintenance and $28,000 in software licensing fees.

The new system is physically much smaller than the one it replaces. It has only one CPU compared to two, but that CPU is more powerful than the two combined. We will take the opportunity to upgrade the operating system (OS/390) to the most current version when we go to the new system. The transition should be totally transparent.
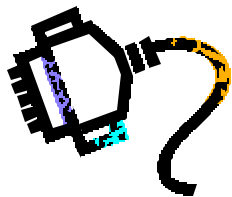
New Computers Purchased

Personal Computers purchased with near mission critical funds have been deployed over the last three months. The bulk purchase provided a *savings to the City of approximately $217,000*! The per computer price started at $2,300 but ISD was able to purchase computers at $1,500 each.

Computers Went To:
Fire (70)
Family & Community (6)
Finance (58)
Parks (6)

Community Centers (17)
Legal (5)
Human Resources (2)
BioPark (31)
Cultural Services (3)
Police (74)

Eighteen of these PCs were used to test Windows 2000.

How the Help Desk Helps City Hall

One of the biggest needs within City Hall is helping employees with their computers. When an employee has a problem or question, they often call the Help Desk.

What is the Help Desk?
The Help Desk consists of 2 City employees: Gussie Gumm and Lydia Sanchez, who log calls on all City technology issues except those dealing with telephones and radios.

Common problems involve: logon passwords, personal computers, e-mail, computer software (like MS-Word or MS-Excel), mainframe applications, imaging systems, network connections, etc.

Help Desk Calls Logged From 6/1/01 to 8/31/01:
Police (1,154)
Finance (441)
Public Works (237)
Cultural Services (179)
Legal (160)
Fire (146)
Environ. Health (142)
Parks and Rec (132)
Mayor/CAO (130)
Planning (127)
Senior Affairs (111)
Human Resources (105)
Convention Center (33)

Internal Audit (32)
Transit (25)
Solid Waste (20)
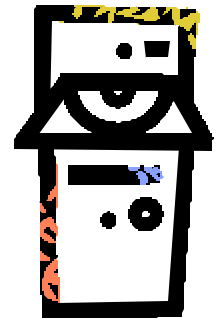City Council (20)
Aviation (6)
Corrections (5)

Who to Call?

Help Desk (computers): **768-2930** or ISDServiceCenter@cabq.gov

Telephones, Pagers: **768-2348**

Radios: **768-5330**

We're here to help you and we want to help you!

Budget: a New Way of Doing Things!

Are you tired of filling out those budget forms each year, sometimes with the same information? Do ask yourself, "Isn't there a better way of doing this?" Well, ISD has come up with a solution!

We're creating some web pages that will simplify the completion and submission of the budget forms that are annually produced for the Performance Plan. This includes the forms you currently MANUALLY complete for Program Strategies and associated Service Activities. This means better information and timesavings:

No more retyping the same forms each year. After the first year of entering programs and service activities, they will be available the following year ONLINE!

More information. The Performance Plan and Information Technology Planning forms will gather the current information you already produce, as well as additional information on goals, measures, outcomes, accomplishments, projects, costs, etc.

Better reporting. All this information will be electronically stored and tied to performance indicators.

Improved strategic planning. More information will provide more advanced strategic planning.

This will be available to test in a couple of months. Stay tuned!

"Do you ever ask yourself, 'Isn't there a better way of doing this?' Well, ISD has come up with a solution!"

This Quarter's ISC Approvals:

Dept.	Description	Amount Approved
PWD	Traffic Engr. PCs	$ 4,512
PR	Computers for Park Management	$ 8,344
DFAS	Dreamweaver Ultra Dev 4	$ 1,104
Police	2 HP hard drives, etc.	$ 2,430
Police	2 copies Microsoft Office Pro	$ 635
SW	Document Scanner	$ 4,097
DFAS	GIS ArcPad	$ 4,470
DFAS	DRP Project Initiation/SOW	$ 7,618
Police	Macintosh	$ 2,149
DFAS	IBM Websphere Server	$ 138,725
DFAS	Bottomline Printer License	$ 1,180
DFAS	FCS Prevention Policy Camcorder	$ 725
DFAS	FCS Sony VAIO	$ 2,839
DFAS	Prevention Policy Deck	$ 1,570
DFAS	EDI Converter Software	$ 1,995
Transit	Server disk upgrade	$ 6,561
PWD	CMMS	$ 6,120
Police	4 Maxtor hard drives	$ 1,400
FAS	Radios-Facilities Management	$ 6,988
Police	Block Grant Purchase	$ 260,000

More Users Than Ever Visiting City's Website: www.cabq.gov

Website hits continue to increase on the City's website each month, making it an incredibly powerful information and service delivery tool. These days, well over 6,000 different computers access our website daily. (This does not include visits to GIS & other databases, nor account for multiple users at public computers.)

The most requested pages for this quarter:
-City Home Page
-Library
-Albuquerque A-Z
-Sunport
-GIS
-Human Resources, Jobs

A few website highlights for this quarter:
-Real Time Flight Information
-CityNews online subscription service
-Apply Jobs Online (test phase)

Questions? *Julie at webmaster@cabq.gov or your department web rep.*